

Note: Row numbers represent their corresponding college/university on pages 3-5

Row Number	College/University Name:	Rental Program Contact Name:	Who runs your rental program?	What characteristic(s) best describe the type of rental program model you operate? (mark all that apply)	full-time/non-student?	part-time/non-student?	student?	temporary?	Has your campus always used a textbook rental system?	If NO, when did the rental system begin?	How many total square feet do you have devoted to your rental area (storage, display, counters, etc.)?	Of this total, how many square feet are devoted to storage space?	Is your rental system computerized?	If YES, is it integrated with the store POS system?
1	University of Wisconsin-Whitewater	Terri Meinel	Institutional bookstore	Comprehensive rental model for majority of course materials for classes and students enrolled; Mandatory student participation model	1		1	0	Yes		6550	4660	Yes	No
2		Mary Larson	College/university library	Mandatory student participation model	1	1	4	25	Yes		7255	6240	Yes	Yes
3	University of Wisconsin-La Crosse	Cory Miller	Institutional bookstore	Comprehensive rental model for majority of course materials for classes and students enrolled		1	7	12	Yes		4550	350	Yes	No
4	Missouri Southern State University	Greg Needham	Institutional bookstore	Comprehensive rental model for majority of course materials for classes and students enrolled		1	3		Yes		1500		Yes	No
5	University of Wisconsin-Stout	Brenda Swannack	College/university library	Comprehensive rental model for majority of course materials for classes and students enrolled	3	0	6	15	Yes		5973	3675	Yes	No
6	Lake Land College	Christine L. Ward	Institutional bookstore	Comprehensive rental model for majority of course materials for classes and students enrolled	3	2	10	5	Yes		5500	1700	Yes	Yes
7	Appalachian State University	Michael Coston, CCR	Institutional bookstore	Comprehensive rental model for majority of course materials for classes and students enrolled; Mandatory student participation model; Other	2		10	30	No	1938?	4000		No	
8	University of Wisconsin - Stevens Point	Sally Reese	Institutional bookstore	Comprehensive rental model for majority of course materials for classes and students enrolled	2		6	12	Yes		4200	500	Yes	No
9	Elizabeth City State University Bookstore	Pedro Holley	Institutional bookstore	Comprehensive rental model for majority of course materials for classes and students enrolled	3	0	10	1	No	1972	537	0	Yes	No
10	Southeastern Louisiana University	Judy Easley	Institutional bookstore	Comprehensive rental model for majority of course materials for classes and students enrolled; Mandatory student participation model	6		2	15	Yes	Since 1935	7500	1000	Yes	No
11	Oklahoma Panhandle State Univ.	Amanda Batenhorst	Institutional bookstore	Comprehensive rental model for majority of course materials for classes and students enrolled	1		3	1	Yes		600	500	Yes	No
12	Southern Illinois University Edwardsville Textbook Service	King Lambird or Bonnie Elmore	Other	Mandatory student participation model	3	25	6	6	Yes		7000	0	Yes	No
13	Catamount Bookstore	Pam DeGraffenreid	Institutional bookstore	Mandatory student participation model	2	5	2	30	Yes		3000		Yes	No
14	Allen County Community College	Donna Cason	Institutional bookstore	Comprehensive rental model for majority of course materials for classes and students enrolled			2	1	Yes				Yes	No

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15	Southeast Missouri State University	Jan Chisman	Institutional bookstore	Comprehensive rental model for majority of course materials for classes and students enrolled; Other	2	0	5	10	Yes		5000	200	Yes	No
16			Institutional bookstore	Mandatory student participation model					Yes		6000	2500	No	No
17	Central Missouri State University	Charlie Rutt	Institutional bookstore	Comprehensive rental model for majority of course materials for classes and students enrolled; Limited rental model by grade level or subject; Hybrid rental model that provides students choices between renting and/or buying course materials; Discretionary student participation model	1	0	5	0	Yes				Yes	Yes
18	TAFT COLLEGE	JUSTINA HOWELL	Institutional bookstore	Comprehensive rental model for majority of course materials for classes and students enrolled; Other	2		2	3	No	2002			Yes	Yes
19	Hillsborough Community College	Bill Wimberly	Institutional bookstore	Limited rental model by grade level or subject	0	0	0	0	No	2000	400		Yes	No
20	Cañada College Bookstore	Jai Kumar	Institutional bookstore	Limited rental model by grade level or subject; Hybrid rental model that provides students choices between renting and/or buying course materials	1				No	9/2004			Yes	Yes
21	Titan Shops - California State University Fullerton	Chuck Kissel	Institutional bookstore	Limited rental model by grade level or subject; Hybrid rental model that provides students choices between renting and/or buying course materials	0	0	0	0	No	Spring 2005			Yes	Yes

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Row Number	What is the current location of your rental system?	What type of service does the rental system use?	What is the estimated dollar value of your rental program (inventory, dedicated computer systems, space, other dedicated costs)?	Approximately how much would it cost to recreate your current rental program from scratch (i.e., start-up costs for course material inventory, staff, storage, computer systems, etc.)?	How many terms (quarters or semesters), including summer, does your adoption period last?	How do you handle change requests during the adoption period?	Approximately how many students participate in your rental program?	How are your rental system's operating expenses funded? (mark all that apply)	How are rental fees collected?	How are rental fees charged at your college/university?	What is the amount charged for undergraduates?
1	Separate from bookstore	Self-serve			6	Other	9000	Rental fees/fines	Included in tuition	Other	\$62
2	Separate from bookstore	Self-serve	\$3,500,000	\$6,000,000	0	Other	5600	Rental fees/fines; Other	Included in tuition	Per credit hour	
3	Separate from bookstore	Other				Special exceptions with approval	800	Rental fees/fines; Other	Included in tuition	One-time fee per term	\$74
4	Separate from bookstore	Other	\$1,600,000	\$1,500,000	9	Special exceptions with approval	5500	University money; Rental fees/fines	Charged when books are rented at store	Per credit hour	\$6
5	Other	Clerk service	\$4,600,000	\$4,900,000		Other	8000	Rental fees/fines; Bookstore sales	Included in tuition	Per credit hour	\$5
6	Within bookstore	Clerk service			3	Special exceptions with approval	6500	Rental fees/fines	Included in tuition	Per credit hour	\$6
7	Within bookstore	Clerk service	\$3,500,000	\$5,000,000	63	Other	12000	Rental fees/fines; Bookstore sales	Included in tuition	Other	\$78
8	Other	Self-serve	\$4,000,000	\$5,000,000		Special exceptions with approval	8500	Rental fees/fines	Included in tuition	Other	\$65
9	Within bookstore	Clerk service	\$1,000,000	\$1,500	9	No changes allowed	1800	University money; Rental fees/fines; Bookstore sales	Included in tuition	One-time fee per term	\$172
10	Separate from bookstore	Clerk service	\$5,325,000		6	No changes allowed	14000	Rental fees/fines; Other	Other	Per course	\$25
11	Separate from bookstore	Clerk service	\$500,000	\$800,000	6	Special exceptions with approval	1000	Rental fees/fines; Bookstore sales	Included in tuition	Per credit hour	\$6
12	Separate from bookstore	Self-serve			9	Special exceptions with approval	10500	Rental fees/fines	Included in tuition	Per credit hour	
13	Within bookstore	Clerk service			3	Special exceptions with approval	6500	Rental fees/fines	Included in tuition	One-time fee per term	\$107
14	Within bookstore	Clerk service			6	Special exceptions with approval	80	University money	Included in tuition	Per credit hour	\$9
15	Separate from bookstore	Self-serve	\$1,000,000	\$3,000,000	6	Special exceptions with approval	9000	Rental fees/fines	Charged when books are rented at store	Per course	\$18
16	Other	Self-serve			3	Special exceptions with approval	5000	Rental fees/fines	Included in tuition	Per course	\$15
17	Within bookstore	Self-serve			7	Special exceptions with approval	10000	Rental fees/fines	Charged when books are rented at store	Other	\$35
18	Within bookstore	Clerk service			1	Special exceptions with approval		Rental fees/fines	Charged when books are rented at store	One-time fee per term	\$20
19	Within bookstore	Clerk service	\$100,000		6	Other	500	Bookstore sales	Charged when books are rented at store	Per course	
20	Within bookstore	Self-serve	\$100,000	\$70,000		Special exceptions with approval	1900	Rental fees/fines; Bookstore sales; Other	Charged when books are rented at store	Per course	
21	Within bookstore	Self-serve	\$250,000	\$250,000		Other	1400	Rental fees/fines	Charged when books are rented at store	Other	

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Row Number	Are graduate students eligible for rental programs?	If YES, what is the amount charged for graduate students?	Do any of the following terms exist in your rental system? (mark all that apply)	What is your approximate annual combined sales volume for textbooks and supplemental materials that are not rented?	What do you do with rental titles after they have run the length of the adoption period? (mark all that apply)	If you sell to students, do you have a refund policy?	If YES, how is it handled?	What financial returns and/or benefits does that institution receive from the rental program?
1	No		Return date limit at end of term; No highlighting	\$1,178,000	Sell to students; Sell to wholesalers; Donate to third world programs (e.g., Books for Africa); Other	Yes	We do not refund. Most of our discarded books are sold to students for about \$1.00 so there is no issue with returns/refunds.	Excellent recruiting tool. Textbook Rental is self-supporting and contributes to university administrative costs.
2	Yes		Return date limit at end of term; Other	\$0	Sell to students; Sell to wholesalers; Donate to third world programs (e.g., Books for Africa); Other	Yes	All sales are final, no refunds.	Increased enrollment, which brings other dollars onto the campus. All students have books, which makes the instructional process easier for both students and faculty.
3	Yes	\$8	Return date limit at end of term; No highlighting	\$130,000	Sell to wholesalers; Donate to third world programs (e.g., Books for Africa); Other	Yes	Returnable with receipt up to a month after purchase.	Students attending the university that would probably not be able to afford to attend if they paid for their textbooks. A great service to the university and the students.
4	No		One book per course; Return date limit at end of term	\$650,000	Sell to students; Sell to wholesalers; Other	No		It benefits the student by reducing their education costs through lower book costs, which provides an overall positive image to the institution.
5	Yes	\$5	Return date limit at end of term; Other		Sell to students; Sell to wholesalers; Donate to third world programs (e.g., Books for Africa)	No		Providing students the best educational materials for the least amount of money, the rental program is an ongoing scholarship program, saving students \$500 or more each term.
6	Don't have graduate students		Return date limit at end of term; No highlighting	\$425,000	Sell to students; Sell to wholesalers; Donate to third world programs (e.g., Books for Africa); Other	No		Increased enrollment.
7	No		One book per course; Return date limit at end of term; Other	\$1,800,000	Sell to students; Sell to wholesalers	Yes	Does not apply to books sold that are moving out of rental inventory.	The store is receipt supported, pays all expenses including debt service (\$455,000), contribute to campus groups, \$116,000 to university scholarship fund annually, \$5000 to graduate textbook scholarship fund.
8	Yes	\$5	One book per course; Hardbacks only; Other	\$700,000	Sell to students; Sell to wholesalers; Donate to third world programs (e.g., Books for Africa); Other	No	Occasionally we will refund a student for a purchased rental book - and it is cleared from the student bill if the book was billed on the student account. If the student paid cash, the refund process requires requesting a University check be issued to student. (2-3 wk process).	Rental system is a recruiting tool. Notoriety - inquiries regarding the rental system are received from all over the country. Rental system is a "break even" operation and no state dollars are used. Fees cover costs and build reserves to cover site and system upgrades, etc.
9	No		One book per course	\$100,000	Sell to students; Sell to wholesalers; Donate to third world programs (e.g., Books for Africa)	No		Scholarship.

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Row Number	Are graduate students eligible for rental programs?	If YES, what is the amount charged for graduate students?	Do any of the following terms exist in your rental system? (mark all that apply)	What is your approximate annual combined sales volume for textbooks and supplemental materials that are not rented?	What do you do with rental titles after they have run the length of the adoption period? (mark all that apply)	If you sell to students, do you have a refund policy?	If YES, how is it handled?	What financial returns and/or benefits does that institution receive from the rental program?
10	Yes	\$25	Hardbacks only; Softbacks only; Return date limit at end of term; Other	\$0	Sell to students; Sell to wholesalers; Donate to third world programs (e.g., Books for Africa); Other	Yes	TRS does not allow returns on purchased books.	Estimated average surplus: \$500,000.00 Surplus goes to Auxiliary Services Repair and Replacement account.
11	No		Return date limit at end of term	\$60,000	Sell to students; Sell to wholesalers; Other	Don't know		
12	No		Return date limit at end of term; Other	\$860,000	Sell to students; Sell to wholesalers; Donate to third world programs (e.g., Books for Africa)	No		Generates very high good will among students and parents. Every student has a book, regardless of financial situation. Admissions uses it as a tool to incoming students. No financial return.
13	No		One book per course; Return date limit at end of term	\$1	Sell to wholesalers	Yes	Students have seven days to return their books with a receipt for a full return.	Proceeds go towards scholarships.
14	Don't have graduate students		Return date limit at end of term	\$18,500	Sell to wholesalers; Donate to third world programs (e.g., Books for Africa)	Yes	Use institution's business office policy for refund for dropped classes. Refund percentage based (on class) drop/add period.	Recruitment, marketing.
15	No		One book per course; Return date limit at end of term	\$500,000	Sell to students; Sell to wholesalers; Donate to third world programs (e.g., Books for Africa)	No		Approximately 25% of our gross income is returned to the University in the form of Scholarship support, rent, and overhead expenses.
16	Don't have graduate students		One book per course; No highlighting	\$350,000	Sell to students; Sell to wholesalers; Donate to third world programs (e.g., Books for Africa); Other	Yes	30 days with receipt. No refund on a rental book that is purchased.	
17	No		Hardbacks only; Return date limit at end of term; Other	\$3	Sell to students; Sell to wholesalers; Donate to third world programs (e.g., Books for Africa)	No	When we sell EOL books, we generally sell them at the current rental fee if it was replaced by a new edition. Our preference will be to wholesale or donate to third world. We've partnered with local civic organizations to pay freight on donations.	Goal is to fund student scholarships, though we are currently saving for store renovation and system enhancements.
18	Yes		Return date limit at end of term		Sell to wholesalers	Yes	Books must be refunded within time frame.	
19	Don't have graduate students		Return date limit at end of term	\$6,000,000	Sell to students; Sell to wholesalers	No		Money.
20	Don't have graduate students		Return date limit at end of term; No highlighting	\$1,200,000	Sell to students; Sell to wholesalers	Yes	It would fall under whatever the store refund policy is at the time of purchase.	Students receive a lower price option, the school and bookstore receive great PR and the bookstore continues to keep its margin dollars for each rental.
21	Yes		Hardbacks only; Return date limit at end of term	\$9,000,000	Sell to students; Sell to wholesalers	Yes	It is a one-time sale, no refunds.	None, it is done primarily as a goodwill gesture to lower the cost of textbooks to students.